

Board response to AIHA'S Complaints Performance Report 23-24

AIHA's Board has noted the contents of the Report on Complaints 2023/24. The Board commends the staff at AIHA who are responsible for complaints handling for 100% compliance with the timescales set out in the Housing Ombudsman's Complaints Handling Code. The Board notes that 73% of tenants who responded to AIHA's tenant survey said that they were satisfied with the complaints handling process. The Board considers that the complaints process is working well and will continue to monitor it, looking for improvement wherever possible.

The Board has noted the key areas where complaints have arisen. It is satisfied that when complaints are made, the organisation reflects on what changes may be needed and lessons are learned. The Board is pleased that AIHA has implemented customer service training and is improving communications with tenants, as a response to trends spotted in complaints.